

**VOLUNTEER ROLE DESCRIPTION**

**ROLE TITLE:** Volunteer Receptionist and Administrator

**LOCATION:** Welcome Organisation, Drop-In, Townsend Street, Belfast

**HOURS:** Flexible across core office days/hours. Mon – Fri, 9am – 5pm

**MAIN PURPOSE OF ROLE**

* To provide a professional service to callers to the Welcome Organisation through answering telephone calls, taking messages and referring to the appropriate team.

**MAIN DUTIES**

* Taking calls at a non-customer-facing reception from a variety of people (external agencies, PSNI, service users and the general public)
* Relaying messages across a 2-way radio system
* Transferring calls internally
* Day-day administrative tasks – photocopying, scanning, database input and filing

**ABILITIES AND EXPERIENCE**

* Ability to deal with challenging and diverse calls
* Good communicator (verbal and written)
* Excellent interpersonal skills
* Excellent attention to detail
* Excellent telephone manner
* Knowledge of Microsoft Office with good IT skills
* Friendly and approachable

**COMMITTMENT / RELIABILITY**

We ask that volunteers make a firm commitment to their volunteering and are reliable. However, there is a degree of flexibility around an individual’s personal circumstances.

**SUPPORT**

We offer an induction, ongoing training and reimbursement of reasonable out-of-pocket expenses. The Volunteer Development Officer will support you in your role and ensure you are respected and have a rewarding volunteer experience.

**ADDITIONAL INFORMATION AND APPLICATION PROCESS**

Due to the nature of our work and the vulnerability of our service users, volunteers have to be aged 18 years+. All prospective volunteers will need to complete an application form, have an informal meeting with the Volunteer Development Officer and complete an enhanced Access NI disclosure check.

**For further information, please contact:**

Ian Cardwell, Volunteer Development Officer – 02890 240 424 or [ian@homelesbelfast.org](mailto:ian@homelesbelfast.org)